

**TINJAUAN PELAKSANAAN STANDAR PELAYANAN MINIMAL (SPM)  
DI BAGIAN ASSEMBLING TERKAIT DENGAN STANDAR AKREDITASI  
KARS 2012 MKI 19.4 DI RSUD TUGUREJO SEMARANG**

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**ABSTRAK**

Standar pelayanan minimal adalah tolok ukur yang harus digunakan untuk mencapai mutu pelayanan. Indikator standar pelayanan yang ada di RSUD Tugurejo Semarang adalah 100%. Hasil survey awal pengisian berkas rekam medis pada RM 20 menunjukkan terdapat 20% diagnose yang belum terisi . Penelitian ini bertujuan mendeskripsikan pelaksanaan Standar Pelayanan Minimal pengisian berkas rekam medis di Assembling RSUD Tugurejo. Penelitian deskriptif dilakukan dengan observasi, wawancara dan checklist. Jumlah responden adalah 8 orang. Hasil penelitian menunjukkan, umur responden tertua 50 tahun dan umur termuda 30 tahun, lama bekerja kurang dari 10 tahun 20% (2), kurang dari 20 tahun 20% (2), 30 tahun 10% (1). Lulusan SMA 10% (1), D3 60% (6), dan S1 20% (2), jenis kelamin laki-laki 10% (1) dan perempuan 70% (7). Standar pelayanan minimal pengisian rekam medis yaitu 80%. Pelaksanaan standar pelayanan minimal di RSUD Tugurejo yang mencapai target adalah pada bulan November 80,4% dan terendah pada bulan juni 42%. Standar pelayanan minimal yang ada di RSUD Tugurejo belum memenuhi standar. Saran, Standar pelayanan minimal harus ditingkatkan dengan cara menambah jam kerja atau menambah jumlah pegawai, Pelaksanaan SPM yang sudah dilaksanakan harus dipertahankan.

Kata Kunci : Petugas Assembling, Standar Pelayanan Minimal, Akreditasi

**REVIEW OF IMPLEMENTATION OF MINIMAL SERVICE STANDARD  
(SPM) IN ASSEMBLING SECTION RELATED TO KARS  
ACCREDITATION STANDARD 2012 MKI 19.4 IN TUGUREJO  
SEMARANG EDUCATION IN 2017**

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**ABSTRACT**

Minimum service standards are benchmarks that must be used to achieve service quality. Indicator service standard in RSUD Tugurejo Semarang was 100%. initial survey results of medical records file filings at RM20 indicated there were 20% of unfilled diagnoses. This study aimed to describe the implementation of Minimum Service Standards filling medical record files in Assembling RSUD Tugurejo. Descriptive study was done by observation, interview and checklist. The number of respondents was 8 people. Results showed that oldest respondent was 50 years old and youngest was 30 years old, working duration less than 10 years 20% (2), less than 20 years 20% (2), 30 years 10% (1). High school graduates 10% (1), D3 60% (6), and S1 20% (2). Male 10% (1) and female 70% (7). Minimum service standard of filling medical records was 80%. Implementation of minimum service standards at RSUD Tugurejo reached the target in November 80.4% and lowest in June 42%. Minimum service standards in RSUD Tugurejo did not meet the standards. Suggestions, Minimum service standards should be increased by adding hours of work or increasing the number of employees, Implementation of minimum service standards that had been implemented should be maintained.

**Keyword** : Assembling Officer, Minimum Service Standards, Accreditation